

This listing of claims replaces all prior versions, and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A support interface module comprising:

a session handler for receiving a user request from a support module of an application interface of at least one application in a host system, and for controlling the activities of the support interface module;

at least one session generated by the session handler for processing the user request;

a transport handler initialized by the at least one session for managing communications with a support host; and

at least one transport generated by the transport handler for communication of the at least one session with a support services resource of the support host,

wherein said support interface module is in said host system;

said support services resource provides information to aid a user that initiated said user request; and

said support interface module is for communications between the host system and the support host over a network.

2. (Original) The support interface module as defined in claim 1, wherein the at least one session comprises an application programming interface through which the at least one session cooperates with the support module to process the user request.

3. (Currently Amended) A host system connected by a network to a support host having a support services resource, the host system comprising:

at least one application having a support module for receiving a user request; and

a first support interface module comprising:

a session handler for receiving the user request from the support module and for controlling the activities of the first support interface module;

at least a first session generated by the session handler for processing the user request;

a first transport handler initialized by the at least a first session for managing communications with the support host; and

at least a first transport generated by the first transport handler for communication of the at least a first session with the support services resource wherein said support services resource provides information to aid a user of said at least one application.

4. (Original) The host system as defined in claim 3, wherein the at least a first session comprises an application programming interface through which the at least a first session cooperates with the support module to process the user request.

5. (Original) The host system as defined in claim 3, further comprising a second support interface module comprising:

at least a second session generated by the session handler for processing a user request;

a second transport handler initialized by the at least a second session for managing communications with the support host; and

at least a second transport generated by the second transport handler for communication of the at least a second session with the support services resource.

6. (Original) The host system as defined in claim 5, wherein the at least a second session comprises an application programming interface through which the at least a second session cooperates with the support module to process the user request.

7. (Currently Amended) A method of service request communication between a support module and a support interface module, the method comprising:

receiving a service request by the support interface module, in a host system, from the support module of an application interface of at least one application in the host system wherein said service request is for information to aid a user of said at least one application;

establishing overall control of the service request process by the support interface module;

generating at least one session for the service request by the support interface module;

initializing communication control of the service request process by the support interface module;

generating at least one transport for the at least one session by the support interface module; and

transmitting and/or receiving data via the at least one transport by the support interface module.

8. (Original) The method as defined in claim 7, further comprising terminating the at least one session when the service request is either satisfied or withdrawn.

9. (Original) The method as defined in claim 7, further comprising terminating the at least one transport for the at least one session when the service request is either satisfied or withdrawn.

10. (Currently Amended) A support interface module, in a host system, comprising:

means for receiving a service request from the support module of an application interface of an application in the host system;

means for establishing overall control of the service request process by said support interface module;

means for generating at least one session for the service request by said support interface module;

means for initializing communication control of the service request process by said support interface module;

means for generating at least one transport for the at least one session by said support interface module; and

means for transmitting and/or receiving data via the at least one transport by said support interface module,

wherein said support module is for

communications between the host system and a support system over a network, and said support system

includes a support services resource wherein said support services resource provides information to aid a user that initiated said user request.

11. (Original) The support interface module as defined in claim 10, further comprising means for terminating the at

least one session when the service request is either satisfied or withdrawn.

12. (Original) The support interface module as defined in claim 10, further comprising means for terminating the at least one transport for the at least one session when the service request is either satisfied or withdrawn.